### Cleaner

KEY INTENDED	CITYWIDE KEY PERFORMANCE				1	RESULTS				
OUTCOMES	INDICATORS		FY 04/05	FY 05/06	FY06/07	FY 07/08	FY 08/09	FY09/10	FY 10/11	FY 11/12
	% rating cleanliness of streets in business/ commercial areas as excellent or good	Residents Businesses	63% 47%		61% 52%		71% 66%			69%√ 62%√
	% rating cleanliness of streets in neighborhoods as excellent or good	Residents	63%		65%		75%			74%√
IMPROVE CLEANLINESS OF MIAMI	% of citywide cleanliness assessments rating clean or very clean	Percent		65.2%	82.4%	80.3%	81.0%	79.4%	85.5%	87.8%√
BEACH RIGHTS OF WAY ESPECIALLY IN BUSINESS AREAS	Citywide Public Area Cleanliness Rating Index (1= Extremely Clean – 6=Extremely Dirty)	Rating	2.27 (Q4)	2.10	1.78	1.75	1.75	1.79	1.60	1.59√
	% rating cleanliness of city's waterways as excellent or good	Residents Businesses	49% 49%		54% 51%		61% 61%			57%√ 59%√
	% of waterway assessments rating clean or very clean	Percent		54.5%	69.4%	69.5%	71.9%	71.6%	83.9%	74.0%√
	Public Area Cleanliness Rating Index for waterways (1= Extremely Clean – 6=Extremely Dirty)	Rating	2.92 (Q4)	2.59	2.08	2.09	2.10	2.11	1.70	1.96√
	% rating the overall	Residents	80%		75%		83%			84%√
IMPROVE CLEANLINESS	quality of beaches (cleanliness, water quality) as excellent or good	Businesses	74%		77%		85%			86%√
OF CITY BEACHES	% of beach assessments rating clean or very clean	City Responsibility		73.1%	81.4%	86.2%	84.4%	87.3%	90.2%	96.4%√
	olean or very clean	County Responsibility		71.2%	74.0%	84.5%	85.8%	88.7%	93.2%	94.2%√
	Public Area Cleanliness Index rating for beaches –	City Responsibility	2.41 (Q4)	1.85	1.75	1.59	1.62	1.59	1.43	1.36√
	(1= Extremely Clean – 6=Extremely Dirty)	County Responsibility	2.52 (Q4)	1.93	1.91	1.70	1.61	1.63	1.48	1.42√

 $<sup>\</sup>sqrt{}$  Indicates Improvement (increase from survey base year or continuing positive trend) CMB = City of Miami Beach TBD = Measure under development or data pending Blank = Data was unavailable or survey question was not asked in that year

### Safer

KEY INTENDED	CITYWIDE KEY PERFORMANCE				R	ESULTS				
OUTCOMES	INDICATORS		FY 04/05	FY 05/06	FY06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12
INCREASE VISIBILITY OF	% rating overall quality of police (PD) as excellent or good	Residents Businesses	78% 90%		78% 79%		84% 81%			66% 71%
POLICE	# of resident and business contacts initiated by public safety personnel	# of contacts		13,373	45,046	53,615	44,335	41,007	40,686	0*
MAINTAIN CRIME RATES AT OR BELOW	Unified Crime Report (UCR) Part 1 Crimes (Property/ Violent Crimes) reported –per 1,000 population -per 1,000 average daily population	Per 1,000: Population Avg. Daily Population	109 58	101 53	101 54	108 59	110 54	109 53	119 57	111 50√
NATIONAL TRENDS	% rating how safe they feel in business / commercial areas during the evening / night as very safe or reasonably safe	Residents Businesses	66% 69%		65% 68%		88% 80%			85%√ 82%√

<sup>√</sup> Indicates Improvement (increase from survey base year or continuing positive trend)

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\*Neighborhood Courtesy Check card replaced Contacts program, with formal contacts with residents and business owners no longer tracked.

### Beautiful and Vibrant; Unique Urban and Historic Environment; A Mature Stable Residential Community

KEY INTENDED	CITYWIDE KEY PERFORMANCE					RESULTS				
OUTCOMES	INDICATORS		FY 04/05	FY 05/06	FY06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12
ENSURE SAFETY AND APPEARANCE OF BUILDING STRUCTURES AND SITES	% businesses rating inspections as very helpful or somewhat helpful in improving the fire safety of their establishment	Businesses	74%		78%		94.1%			93%√
	Average response time for # of elapsed days from 1st inspection to voluntary compliance	# of days	79	70	22	48			30	22√
ENSURE COMPLIANCE	% rates of voluntary compliance as a % of cases initiated	Percent	90%	91%	24%	20%			30%	47%
WITH CODE WITHIN REASONABLE TIME FRAME	Average # of days from initial complaint to compliance	# of days							40	36√
	% rating enforcement of codes and ordinances in neighborhoods as acceptable or about the right amount	Residents	71%		61%		64%			61%
	% rating landscape maintenance in rights of way and public areas as excellent or good	Residents Businesses	77% 67%		77% 75%		83% 81%			79% 80%√
MAINTAIN MIAMI BEACH PUBLIC AREAS & RIGHTS OF WAY CITYWIDE	Public Area Appearance Rating Index	Under Development								TBD
	% of available public rights of way that have appropriate urban forest coverage	Percent			13%	19%	30%	34%	37%	45%√
PROTECT HISTORIC	% of buildings 40 years or older complying with recertification	Percent						84.2%	88.6%	88.6%
BUILDING STOCK	% rating the amount the city is doing for historic preservation as about the right amount	Residents Businesses	66% 57%		66% 63%		77% 77%			78%√ 82%√
MAINTAIN STRONG GROWTH MANAGEMENT POLICIES	% rating the effort to regulate development in the city as about the right amount	Residents Businesses	41% 45%		35% 36%		48% 53%			55%√ 61%√

 $<sup>\</sup>sqrt{\text{Indicates Improvement}}$  (increase from survey base year or continuing positive trend) CMB = City of Miami Beach

TBD = Measure under development or data pending

Blank = Data was unavailable or survey question was not asked in that year

KEY	CITYWIDE KEY				l	RESULTS				
INTENDED OUTCOMES	PERFORMANCE INDICATORS		FY 04/05	FY 05/06	FY06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12
	% rating recreation programs as excellent or good	Residents Businesses	78% 68%		79% 82%		85%			85%√
	# of recreational program participants	After School (Avg.)		789	882	937	893	1,061	1,154	1,080√
	participants	Total Summer Day Camp		1,408	1,373	1,224	1,312	1,408	1,400	1,440√
		Total Youth Athletics		1,253	1,442	2,087	2,080	1,573	1,810	1,743
INCREASE		Total Summer Specialty Camps		1,107	1,154	1,193	1,446	990	1,138	1,121
SATISFACTION WITH FAMILY RECREATIONAL		Total Playtime		47	33	35	33	35	38	35
ACTIVITIES		Total Participation		4,368	4,884	5,476	5,764	5,067	5,540	5,419√
	Attrition rate for recreational Programs	Percentage			1.25%	2.75%	1.25%	.50%	1.25%	1.75%
	% rating the	Residents			58%		73%			66%√
	availability of family friendly activities as about the right amount	Businesses			44%		46%			46%
	# of attendees at Arts in the Parks events	# of Participants			2,035	1,370	3,875	4,493	14,920	17,415√
		Sleepless Night				100,000		130,000	100,000	
	% of residents more than 65 years old rating Miami Beach city government as Good or Excellent in meeting their expectations	Residents			71%		80%			66%
IMPROVE THE LIVES OF ELDERLY	% of residents more than 65 years old rating the City of Miami Beach as a place to live as excellent or good	Residents			85%		88%			88%
RESIDENTS	# of seniors participants In City's program	# of participants in Senior Scenes Club	52	482	467	632	728	970	1,050	1,212√
		# of Senior participants in City's Recreational Programs				1, 403	1,358	2,262	3,135	2,582√

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KEY	CITYWIDE KEY				ı	RESULTS				
INTENDED OUTCOMES	PERFORMANCE INDICATORS		FY 04/05	FY 05/06	FY06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12
IMPROVE THE LIVES OF ELDERLY RESIDENTS (CONT.)	Total City dollars expended per elderly resident in the City (CDBG, Recreation \$'s, etc.)	\$ Amount		\$9.22	\$9.41	\$8.80	\$9.16	\$8.79	\$10.73	\$14.36√
	% of households with children rating Miami Beach city government as Good or Excellent in supporting meeting their expectations	Married, with children  Divorced/ Separated, with children			62% 66%		67% 62%			67%√ 77%√
	% of households with children rating the City of Miami Beach as a place to live as excellent or good	Married, with Children Divorced/ Separated with children			80% 79%		87% 86%			88%√
ENHANCE LEARNING OPPORTUNITIES	% of residents with children satisfied or very satisfied with public school within Miami Beach	Residents	53%		51%					91%√
FOR YOUTH	# of youth participants in City's programs, including International Baccalaureate	# of participants			9,709	6,911	14,378	15,592	18,640	20,557√
	Total City dollars appropriated allocated for youth resident in the City (compact \$s, grant funds, recreation \$s, etc.)	\$Amount (in millions)			\$8.3	\$8.2	\$8.8	\$8.1	\$8.0	\$7.8
	% of children in City schools with measurable improvement from the prior year	Reading Mathematics	59% 70%	67% 72%	60% 67%	65% 65%	65% 73%	65% 67%	62% 71%	68%√ 67%
REDUCE THE NUMBER OF HOMELESS	% rating City's ability to address homelessness as excellent or good	Residents Businesses	31% 25%		32% 28%		44% 32%			42%√ 31%√
TIOMELESS.	# of homeless in Miami Beach	Census Count	239	218	173	98	141	149	177	173
INCREASE ACCESS TO WORKFORCE OR AFFORDABLE	% rating availability of workforce housing as acceptable / the right amount	Residents	38%							
HOUSING	# of CMB affordable rental units	Units			4,699	4,607	4,605	4,633	4,743	4,796√
PROMOTE AND CELEBRATE OUR CITY'S DIVERSITY	Under Development	Under Development								TBD

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# Well-Improved Infrastructure

KEY INTENDED OUTCOMES	CITYWIDE KEY PERFORMANCE					RESULTS				
OUTCOMES	INDICATORS		FY 04/05	FY 05/06	FY06/07	FY 07/08	FY 08/09	FY09/10	FY 10/11	FY 11/12
	% rating traffic flow on MB as excellent or good	Residents Businesses	36% 25%		24% 28%		31% 43%			23% 34%
ENHANCE MOBILITY	% of CMB major intersections meeting minimum Level of Service D adopted in the City's Comprehensive Development Master Plan	Percentage	17	22	22	22	22	22	22	TBD
THROUGHOUT THE CITY	Total bike lanes and pedestrian trail miles citywide	Miles	1	3	5	6	6	9	10	20√
	% rating the availability of bicycle paths/lanes throughout the City as about the right amount	Residents			35%		32%			45%√
	South beach bus circulator (the Local) ridership	Ridership (In Millions)		1.67	2.49	2.38	1.63	1.56	1.58	1.49
	% of residents rating the availability of parking throughout the city as about the right amount	Residents	21%		19%		21%			27%√
IMPROVE PARKING	% of businesses rating the availability of parking for customers and employees as excellent or good	Business	18%		28%		28%			40%√
AVAILABILITY	# of parking spaces	Garages	3,949	3,949	3,949	3,949	3,949	5,099	5,649	6,089√
		Attended Lots	1,306	1,306	1,306	1,081	981	886	886	886
		Metered Lots	4,455	4,455	4,456	4,508	4,559	4,536	4,536	4,536
		On Street Spaces Est.	3,888	3,888	3,888	3,888	3,888	3,888	3,888	3,888
ENSURE VALUE AND	% rating of recently completed capital improvement projects on MB as excellent or good	Residents Businesses	83% 79%		84% 86%					81%
TIMELY DELIVERY OF QUALITY CAPITAL PROJECTS	% of projects with substantially completed construction and in beneficial use within 120 days of construction schedule	Percent		75%	100%	94%	100%	88%	84%	96%√

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KEY INTENDED	CITYWIDE KEY					RESULTS				
OUTCOMES	PERFORMANC E INDICATORS		FY 04/05	FY 05/06	FY06/07	FY 07/08	FY 08/09	FY09/10	FY 10/11	FY 11/12
ENSURE VALUE AND TIMELY DELIVERY OF QUALITY CAPITAL PROJECTS (CONTINUED)	% of change orders as a % of contracted amount (2003-2008: Total change order value as percent of original contracted construction amount)	Percent				6.0%	3.2%	4.8%	8.1%	9.7%
	% rating the appearance and maintenance of the City's public buildings as Excellent or Good	Residents Businesses	80% 73%		81% 77%		87% 85%			87%√ 83%√
		City Hall	.14			.13		.32		.25
		Historic City Hall	.60			.10		.01		.04√
		777 17 Street		.10		.25		.22		.29
		Bass Museum		.08		.08		.18		.15
		Acorn Theater		.13		.13		.31		.44
	Facility Condition Index for City of Miami Beach Facilities (cost	Police Station		.12		.10		.17		.21
ENSURE WELL-MAINTAINED FACILITIES	of deferred maintenance as a percent of the value of	21st Comm. Ctr		.04		.03		.11		.17
	the facility)	21st Bandshell		.09		.09		.15		.52
		MB Ballet		.13		.13		.16		.08√
		Carl Fisher Club House		.08		.09		.32		.36
		MB Golf Club House		.05		.01		.02		.04
		South Shore Comm Ctr.		.46		.37		.44		.06√
		North Shore Youth Ctr.		.07		.12		.14		.18
	% of Facility Cost Index ratings scoring below 0.15 (good or better)	Percent		35%	59%	72%	60%	60%	38%	62%√

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KEY INTENDED	CITYWIDE KEY					RESULTS				
OUTCOMES	PERFORMANCE INDICATORS		FY 04/05	FY 05/06	FY06/07	FY 07/08	FY 08/09	FY09/10	FY 10/11	FY 11/12
	% rating as excellent or good: Condition of roads (smoothness, street repair, etc.)	Residents Businesses	47% 36%		48% 37%		55% 48%			44% 40%
	% of roadway lane miles assessed in good condition	Percent		63%	45%	48%	49%	52%	49%	50%
	% rating the conditions of sidewalks (few or no cracks) as excellent or good	Residents Businesses	53% 48%		49% 54%		64% 66%			58% 64%√
MAINTAIN CITY'S INFRASTRUCTURE	# of sidewalk complaints	# of complaints						79	50	47√
	% of utility pipe miles assessed in good condition	Percent		60%	55%	70%	60%	60%	60%	TBD
	% of CMB street and landscape lighting assessed in good condition	Percent			75%	85%	87%	87%	75%	86%
	% of City-owned bridges assessed in good condition (Calendar Year)	Percent			73.4%	76.7%	77.0%	83.0%	100%	100%√
IMPROVE STORM DRAINAGE CITYWIDE	% rating as excellent or good: storm drainage	Residents Businesses	45% 38%		42% 37%		44% 45%			37% 37%
PRESERVE OUR BEACHES	# of beach hotspots that are unusable due to erosion	# of unusable hotspots								1.0

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### Culture, Entertainment Tourism Capital and International Center for Innovation and Business

KEY INTENDED	CITYWIDE KEY PERFORMANCE				R	ESULTS				
OUTCOMES	INDICATORS		FY 04/05	FY 05/06	FY06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12
	# of attendees at City	Colony			23,842	26,492	34,911	29,774	29,673	33,964√
	Theaters	Byron			26,942	10,399	2,406	5,485	5,539	5,391
		Fillmore			96,087	82,703	72,642	94,279	115,658	155,073√
MAXIMIZE MIAMI BEACH AS A DESTINATION BRAND	Tourism Indicators (Calendar Year)	# of Overnight Visitors (In Mill) stayed in MB Hotel	5.3	5.1	4.9	4.9	5.4	5.6	5.5	5.8√
		Average Room Rate	\$195	\$164	\$182	\$201	\$167	\$198	\$211	\$227√
		Average Occupancy	72%	71%	74%	72%	65%	68%	75%	76%√
IMPROVE CONVENTION CENTER FACILITY	% occupancy at the Miami Beach Convention Center	Occupancy	58%	61%	70%	63%	61%	61%	54%	61%
	% of businesses that rate the City of Miami Beach as one of the best, above average, or average places to run a business	Best, Above Average, Average	75%		83%		87%			87%√
DIVERSIFY BUSINESS BASE IN MIAMI BEACH	% of businesses that would recommend Miami Beach to others as a place to run a business	Would recommend			62%		67%			70%√
	# of business assistant contacts	# of Contacts				117	162	182	181	101
	% rating experience with Building Department as	Residents Businesses			42% 46%		47% 57%			47%
	Rejection rates for inspections and plans	Percentage Inspections				25.1%	24.0%	18.9%	20.1%	18.8%
IMPROVE BUILDING	specificate and plans	Plans				19.8%*			28.6%**	30.0%
DEVELOPMENT RELATED PROCESSES	Turnaround time for plans review	# of Days				23.1	16.1	19.2	18.2	15.8√
	% businesses strongly agree or agree it was easy to get someone who could help them in the building department	Businesses								53%

 $<sup>\</sup>sqrt{\text{Indicates Improvement (increase from survey base year or continuing positive trend)}$ 

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Blank = Data was unavailable or survey question was not asked in that year
\* = Based on average of May 2008 through September 2008
\*\* = Based on average of January 2011 through September 2011

KEY	CITYWIDE KEY				R	ESULTS				
INTENDED OUTCOMES	PERFORMANCE INDICATORS		FY 04/05	FY 05/06	FY06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12
	% businesses strongly agree or agree that the building department employees that assisted them were courteous and professional	Businesses	77%		77%		82.7%			81.0%√
	% business strongly agree or agree that the building department employees who assisted them had the proper training and knowledge	Businesses								70%
IMPROVE BUILDING DEVELOPMENT RELATED PROCESSES (CONTINUED)	% businesses strongly agree or agree the experience in contacting the building department was satisfactory	Businesses								58%
	% businesses strongly agree or agree inspections by the building department are consistent from inspection to the next	Businesses								62%
	% businesses strongly agree or agree inspections by the building department are fair	Businesses								63%

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### Maximizing Value to Our Community for the Tax Dollars Paid

KEY INTENDED	CITYWIDE KEY PERFORMANCE				ı	RESULTS				
OUTCOMES	INDICATORS		FY 04/05	FY 05/06	FY06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12
MAXIMIZE EFFICIENT DELIVERY OF SERVICES	% rating the Overall Value of City services for tax dollars paid as Good or Excellent	Residents Businesses	50% 41%		46% 55%		65% 55%			56% 52%
CONTROL COSTS OF PAYROLL INCLUDING SALARY AND	Average salary and fringe paid per City employee	\$ Amount Salary Fringe			62,460 33,696	64,459 36,842				TBD TBD
FRINGES/ MINIMIZE TAXES/ ENSURE EXPENDITURE TRENDS ARE SUSTAINABLE OVER THE LONG TERM	Operating Millage Rate	Millage Rate	7.425	7.481	7.374	5.6555	5.6555	5.6555	6.2155	6.1655√
	% rating the City of Miami Beach as a place to live as excellent or good	Residents	84%		83%		87%			89%√
	% rating Miami Beach city government as Good or Excellent in meeting their expectations	Residents Businesses	66% 42%		61% 58%		75% 68%			67% 61%
INCREASE COMMUNITY SATISFACTION WITH CITY GOVERNMENT	% that agree or strongly agree that it was easy to get to someone who could help them during their most recent contact with the city (by source of info and reason for contact)	Residents Businesses	56% 57%		63% 61%		70% 68%			70%√ 61%
	% that agree or strongly agree that employees that assisted during their most recent contact with the city had the proper training and knowledge (by source of info and reason for contact)	Residents Businesses	65% 67%		65% 69%		78% 75%			75%√ 74%√
	Average overall rating for city service shopper program (1-Not Satisfied to 5- Extremely Satisfied)	Rating		3.39	3.78	4.16	3.69	4.10	3.93	4.08√

 $<sup>\</sup>sqrt{\mbox{ Indicates Improvement (increase from survey base year or continuing positive trend)}$ 

Blank = Data was unavailable or survey question was not asked in that year

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KEY INTENDED	CITYWIDE KEY PERFORMANCE				RI	ESULTS				
OUTCOMES	INDICATORS		FY 04/05	FY 05/06	FY06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12
	Average # of days to issue a business tax receipt	Number of days						10	10	9
INCREASE COMMUNITY SATISFACTION WITH CITY GOVERNMENT (CONTINUED)	% rating overall quality of fire, EMR, ocean rescue (OR) and emergency/hurricane preparedness as excellent or good	Fire Residents Businesses EMR Residents Businesses Ocean Rescue Residents Businesses Emergency Prepared Residents Businesses Businesses	96% 85% 90% 81% 95% 74%		96% 96% 91% 93% 92% 93%		97% 95% 96% 93% 95% 95%			91% 93% 89% 93%√ 86% 88%
	% of Key Performance Indicators improved in the last fiscal year	Percent		58.6%	55.8%	47.4%	69.7%	30.1%	43.2%	56.2√

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# Supporting Outcomes to Sustainability of Vision

KEY INTENDED OUTCOMES	CITYWIDE KEY PERFORMANCE INDICATORS	RESULTS								
			FY 04/05	FY 05/06	FY06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12
ENHANCE THE ENVIRONMENTAL SUSTAINABILITY OF THE COMMUNITY	% participation in recycling programs	Residential Commercial								TBD TBD
	Tons of residential waste recycled	# of tons		349	536			2,016	2,085	2,111√
	% of City facility energy use supplied by renewable sources	Percent						0%	0%	0%
	# of private buildings with Silver LEED certification	Number of Buildings	0	0	0	0	0	0	1	2√
	% residents rating the City's efforts to be a "green" or sustainable city as excellent or good	Residents								66%
	% residents rating the level of sustainability initiatives underway by the City of Miami Beach as about the right amount	Residents								63%
ENHANCE EXTERNAL AND INTERNAL COMMUNICATIONS FROM AND WITHIN THE CITY	% that feel the amount of information they get is the right amount	Residents Businesses	60% 50%		62% 55%		79% 66%			87%√ 88%√
	% that strongly agree or agree that the City of Miami Beach government is open and interested in hearing their concerns	Residents Businesses	66% 49%		62% 58%		69% 61%			67% 59%√
EXPAND E-GOVERNMENT	% of transactions available on-line	Under Development								TBD
	# of types of transactions available on line	# of Types	47	52	58	62	66	79	82	82√
IMPROVE PROCESS THROUGH INFORMATION TECHNOLOGY	Business Case estimates of \$'s to be saved or additional \$'s to be generated through information technology investments	\$ Amount			\$50,000	\$85,000	\$6,200	0	\$181,000	TBD
	\$ Information Technology investments to increase revenue, improve efficiency or improve customer service	\$ Amount (in millions)		0.587	0.695	1.043	0.298	0.552	0.199	TBD

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KEY INTENDED OUTCOMES	CITYWIDE KEY PERFORMANCE INDICATORS	RESULTS									
			FY 04/05	FY 05/06	FY06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	FY 11/12	
IMPROVE THE CITY'S OVERALL FINANCIAL HEALTH AND MAINTAIN OVERALL BOND RATING	Overall city bond rating	Moody's: S&P:	A1 AA-	Aa3 AA-	Aa3 AA-	Aa3 AA-	Aa3 AA-	Aa2 AA-	Aa2 AA-	Aa2√ AA-	
	\$'s in City General Fund reserve accounts	11% Emergency Revenue 6% Contingency Reserve	\$18.6m	\$22.5m \$14.1m	\$24.1m \$12.3m	\$25.5m \$12.6m	\$26.0m \$13.8m	\$25.0m \$13.6m	\$26.2m \$14.3m	\$27.0m√ \$14.7m√	
	\$'s in Internal Services Fund Reserve Accounts	\$ Amount						\$0.64m		TBD	
	\$'s in Enterprise Fund Reserve Accounts	\$ Amount						\$20.8m		TBD	
PROMOTE TRANSPARENCY OF CITY OPERATIONS	Under Development									TBD	
STRENGTHEN INTERNAL CONTROLS	Under Development									TBD	
ATTRACT AND MAINTAIN A WORKFORCE OF EXCELLENCE	% of employees agreeing or strongly agreeing that they would recommend the City as a place to work	Percent			83.8%						
	% of employees agreeing or strongly agreeing that they are proud to be a City employee	Percent			93%						
	Employee turnover rate	Percent		1.3%	.6%	1.3%	.8%	.6%	1.0%	12.6%	
	Employee vacancy rate	Under Development								TBD	

 $<sup>\</sup>sqrt{}$  Indicates Improvement (increase from survey base year or continuing positive trend) CMB = City of Miami Beach TBD = Measure under development or data pending Blank = Data was unavailable or survey question was not asked in that year